CLAIM AMENDMENTS

Please amend the claims (~~strikethrough~~ and double brackets ([[ ]]) indicating deletion and <u>underline</u> indicating insertion) as follows:

1.   (Currently Amended)   A method for automated handling of a service problem reported by a <u>user of a wireless telecommunications device</u> ~~wireless device customer~~, comprising the steps of:

~~providing a means by which the wireless device customer can initiate and establish contact with a computer server;~~

~~communicating certain~~ <u>receiving</u> identification information <u>identifying the wireless telecommunications device</u> ~~to the computer server~~;

~~communicating~~ <u>receiving</u> information about system conditions associated with the service problem ~~to the computer server~~;

identifying [[the]] <u>a</u> specific nature of the service problem by comparing the system condition information to a database of known problems ~~maintained by the computer server~~; and

<u>automatically effecting</u> ~~initiating~~ a corrective action responsive to the specific nature of the service problem <u>without human intervention, wherein the corrective action includes adjustment of settings of one or more network components though execution of computer instructions that are communicated to the one or more network components</u>.

2.   (Currently Amended)   The method as recited in claim 1, ~~in which the step of communicating certain identification information to the computer server is carried out in response to~~ <u>further comprising the step of</u> prompting [[of]] the <u>user of the</u> wireless <u>telecommunications</u> device <u>to input the identification information</u>.

3.   (Currently Amended)   The method as recited in claim 1, ~~in which~~ <u>wherein</u> the wireless <u>telecommunications</u> device is a mobile telephone.

4.   (Cancelled)

5.   (Currently Amended)   The method as recited in claim [[4]] 1, ~~in which~~ wherein the one or more network components comprise a switch and wherein the corrective action includes adjusting the settings of the switch ~~are adjusted~~.

6.   (Currently Amended)   The method as recited in claim 5, ~~in which~~ wherein the ~~certain~~ computer instructions are communicated to the switch through a telnet session.

7.   (Currently Amended)   The method as recited in claim 1, ~~in which~~ wherein the corrective action includes downloading ~~of certain~~ settings or software updates to the wireless telecommunications device.

8.   (Currently Amended)   The method as recited in claim 1, ~~in which~~ wherein ~~contact is established between~~ the wireless telecommunications device ~~customer~~ and the computer server communicate through a computer network.

9.   (Currently Amended)   The method as recited in claim 8, ~~in which~~ wherein the computer network is the Internet.

10. – 11.   (Cancelled)

12.   (Original)   A computer-readable medium ~~containing computer-readable~~ having computer-executable instructions stored thereon which, upon the request of a user, ~~performs~~ perform the steps of:

receiving ~~certain~~ identification information identifying a wireless telecommunications device;

prompting ~~the~~ a user to input ~~certain~~ information about ~~system conditions associated with~~ a service problem;

identifying the ~~specific~~ nature of the service problem by comparing the ~~system condition~~ information about the service problem to a database of known problems; and

automatically effecting ~~initiating~~ a corrective action responsive to the ~~specific~~ nature of the service problem without human intervention, wherein the corrective action includes adjustment of settings of one or more network components though execution of computer instructions that are communicated to the one or more network components.

13.   (Currently Amended)   The computer-readable medium ~~containing computer-readable instructions~~ as recited in claim 12, ~~in which~~ wherein the wireless telecommunications device is a mobile telephone.

14.   (Currently Amended)   The computer-readable medium ~~containing computer-readable instructions~~ as recited in claim 12, ~~in which~~ wherein the step of automatically effecting ~~initiating~~ a corrective action includes ~~communication of certain computer~~ communicating instructions to one or more network components to adjust settings associated with said one or more network components.

15.   (Currently Amended)   The computer-readable medium ~~containing computer-readable instructions~~ as in claim 14, [[in]] wherein said network components are switches.

16.   (Currently Amended)   A system for troubleshooting and correcting a service problem associated with a wireless telecommunications device, comprising:

a server comprising containing diagnostic logic, wherein the server is [[and]] configured to receive an input from a user, wherein the input includes identification information and certain information about conditions associated with the service problem, and wherein the server is operable to evaluate the inputted information and to correct evaluates the service problem without human intervention by modifying one or more settings of a network component associated with the service problem based on an application of the diagnostic logic to the input; and

at least one network component in communication with the server, wherein the server modifies said at least one network component based on the application of the diagnostic to the input.

17. – 18.   (Cancelled)

19.   (Currently Amended)   The system as recited in claim 16, in which wherein the wireless telecommunications device is a mobile telephone.

20.   (Cancelled)

21.   (Currently Amended)   The system as recited in claim [[20]] 16, in which wherein the said network component is a switch components are switches.